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LEVEL OF PATIENT SATISFACTION WITH PHARMACEUTICAL SERVICES IN THE OUTPATIENT PHARMACEUTICAL ROOM, MANDIRAJA COMMUNITY HEALTH CENTER 1

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ABSTRACT

Background: Pharmaceutical services are direct and responsible services to patients with the aim of improving the patient's quality of life. Satisfaction is a feeling of pleasure or disappointment that arises after comparing product performance with expected performance. Satisfaction and service are two things that cannot be separated, with the satisfaction of related parties, they can correct each other how far the improvement in the services that have been provided. Measurement of satisfaction uses five dimensions of service quality, namely tangible evidence (Tangible), responsiveness (responsiveness), assurance (assurance), empathy (Emphaty), and reliability (Reliability). **Objective:** This study was to describe the level of patient satisfaction with pharmaceutical services in the outpatient pharmacy room at Puskesmas Mandiraja 1. **Methods:** The type of research was descriptive using a cross-sectional approach with the sampling technique of accidental sampling and data collection using questionnaires. **Results:** Based on the results of calculations on each research indicator the level of patient satisfaction with pharmaceutical services in the outpatient pharmacy room at Mandiraja 1 Health Center is generally categorized as satisfied with the percentage of 75%. The real evidence dimension is 74.15%, the responsiveness dimension is 75.01 %, assurance dimension of 77.44%, the empathy dimension is 75.15% and reliability dimension of 71.07%. **Conclusion:** Based on the results of the study, the level of patient satisfaction with pharmaceutical services in the outpatient pharmacy room at Puskesmas Mandiraja 1 was in the satisfied category.

Keywords: pharmaceutical services, level of satisfaction, patient

INTRODUCTION

Puskesmas is a health service facility that organizes community health efforts and first-level individual health efforts by prioritizing promotive and preventive efforts in their working areas. Based on service capability, puskesmas are categorized into 2, namely, inpatient puskesmas and non inpatient puskesmas. Activities that must be carried out by puskesmas in carrying out community health units and individual health units, namely, puskesmas management, community health nursing services, family visits, laboratory services and pharmaceutical services[1].

Pharmaceutical services are services that are directly responsible to patients, and are related to pharmaceutical preparations that aim to achieve definite therapeutic results in order to improve the patient's quality of life. Quality pharmaceutical services are services that can achieve patient satisfaction by providing services in accordance with established standards. The minimum standard for patient satisfaction set by the Regulation of the Minister of Health of the Republic of Indonesia in 2016 is above 95% [2].

Satisfaction is a feeling of pleasure or disappointment that arises after comparing product performance with expected performance. Satisfaction is an important indicator of service quality which is related to service delivery that is more efficient in meeting patient needs. Dissatisfaction with attitudes, behavior, friendliness of staff, time to fill prescription, preparations of medications and environmental cleanliness and order, this will have a negative impact on patient satisfaction and cause the patient's interest in returning to treatment to decrease [3]. Satisfaction and service are two things that cannot be separated, with the satisfaction of the parties involved they can correct each other how far the service has improved [4]. According to Tjiptono there are five dimensions of service quality that are used to measure customer satisfaction, including reliability responsiveness, assurance, emphasis, and tangible [5].

In a study conducted by Sari et al. (2019) at the pharmaceutical installation of Datu Beru Takengon General Hospital, it shows the category of satisfaction with the percentage of five indicators, namely reliability 91.8%, responsiveness 55.1%, assurance 64.3%, empathy 53.1% and evidence 66.3% [6]. In a study conducted by Yuliani et al.

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(2017) in the pharmaceutical installation of the Mother and Child Hospital in Kupang City, it shows the category of satisfaction with the percentage of five indicators, namely reliability 88.22%, responsiveness 88.33%, guarantee 86.39%, tangible evidence 87.63% and empathy 88 , 45% [7], and research conducted by Rohmah (2019) at the Pharmacy Installation of the Islamic Hospital Magelang showed the satisfaction category with a percentage of 80% reliability, responsiveness 81.03%, assurance 80.93%, empathy 79.25% and tangible evidence 80.26% [8]

Based on a preliminary study, the number of outpatient visits in the pharmacy room at the Mandiraja 1 Health Center per month was 2,058 patients with an average of approximately 69 visits per day. Interviews with seven patiens revealed that they felt dissatisfied with the services provided citing the lack of frienliness of the pharmacy staff and incomplete drug information. Based on these problems, researchers are interested in knowing the level of patient satisfaction with pharmaceutical services in the outpatient pharmacy room at the Mandiraja 1 Public Health Center because the level of patient satisfaction with pharmaceutical services is not yet known.

METHODS

This type of research is descriptive with cross sectional method. The population in this study were outpatients who received pharmaceutical services at the Mandiraja 1 Health Center in 2021 with a total of 24,696 patients and monthly data of about 2,058 patients. The sampling technique in this study used accidental sampling and then obtained 95 patients with the age criteria of 17-65 years, outpatients who could write, read, were able to communicate well and were willing to be respondents, and prescriptions were redeemed at the Puskesmas. Data collection is done using a questionnaire that adopts research conducted by Rohmah [8].

The questionnaire consists of 5 dimensions of service quality namely tangible evidence, responsiveness, assurance, empathy and reliability. Each dimension is composed of 8 statements. These items are measured using a Likert scale with 5 indicators with category 1 (dissatisfied); 2 (not satisfied); 3 (fairly satisfied); 4 (satisfied); 5 (very satisfied). Patients staisfication is measured by alculating the percentage of each dimension using the formula, satisfaction level = total score: total maximum score × 100%. From these calculations it can be adjusted to the scale range of respondents' satisfaction levels (Sugiyono, 2012): Dissatisfied 0-20%, unsatisfied 21-40%, fairly satisfied 41-60%, satisfied 61-80% and very satisfied 81-100%. Then the research data for each dimension were analyzed descriptively using univariate analysis.

RESULTS AND DISCUSSION

Patient Characteristics

Table 1. Characteristics of Respondents Based on Gender

Characteristics of Respondents	n	%
Gender		
Male	13	13,7
Female	82	86,3
Age (years)		
Teenager (17-25 years old)	25	26,3
Mature (26-45 years old)	51	53,7
Elderly (46-65 years old)	19	20,0
Education		
elementary school	24	25,3
Junior high school	24	25,3
Senior High School	36	37,9
College	11	11,6
Patient Class		
Insurance	48	50,5
Non-insurance (general)	47	49,5
Working		
Teacher	4	4,2
Government employees	2	2,1
Self-employed	10	10,5
Employee	6	6,3
Laborer	17	17,9
Housewife	48	50,5
Student	8	8,4

Level of Satisfaction with Pharmaceutical Services

Table 2. Level of Patient Satisfaction with Pharmaceutical Services in the Outpatient Pharmacy Room at the Mandiraja Health Center 1

Satisfaction dimension	satisfaction level						Average	Category
	Quite satisfied		Satisfied		Very satisfied			
	n	%	n	%	n	%		
Tangible	9	9,5	70	73,7	16	16,8	74,15%	satisfied
Responsivennes	4	4,2	78	82,1	13	13,7	75,10%	satisfied
Assurance	8	8,4	58	61,1	29	30,5	77,44%	satisfied
Empathy	11	11,6	64	67,4	20	21,1	75,15%	satisfied
Reliability	12	12,6	72	75,8	11	11,6	71,07%	satisfied

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Based on the above table, it shows that the level of patient satisfaction with pharmaceutical services based on 5 dimensions in general is included in the category of satisfaction with irritation. From the gighest to the lowest satisfaction level is assurance of 77.44%, empathy of 75.15%, responsiveness of 75.10%, tangible of 74.15%, and reliability of 71.07%

Patient Characteristics Based on Gender. The division of gender aims to determine the ratio of the number between men and women. Based on the results of the research shown in table 1, it can be seen from the 95 respondents that the majority were female with a percentage of 86.3% compared to the male sex of 13.7%. This is in line with research conducted by Bupu (2018) that women tend to be more concerned about the health of each family member [9]. This is also in line with the demographic data of the Mandiraja Health Center area contained in the profile of the Mandiraja 1 Health Center where the female population is higher than the male population.

Patient Characteristics by Age. Based on the results of the study in table 2, it shows that respondents aged 17-25 years were 26.3%, aged 26-45 years were 53.7%, and aged 46-65 years were 20%. In this study most of the respondents aged 26-45 years. This is in line with the study conducted by Sibrani (2019), which found that this age is included in the productive age which has the potential to get the risk of disease from work and endurance [10].

Patient Characteristics Based on Education. Based on the results of the study in table 3, it shows that the level of elementary school education is 25.3%, junior high school is 25.3%, high school is 37.9%, diploma is 2.1% and bachelor's and doctoral degrees is 9.5%. In this study, most of the respondents had middle and upper education (Senior High School). The level of education has an impact on knowledge. If someone has a high level of education, it is possible to recognize the symptoms of the disease early, so they are willing to seek treatment sooner [11]

Patient Characteristics Based on Occupation. Based on the results of the study in Table 4, it shows that the work of teachers or lecturers is 4.2%, civil servants are 2.1%, entrepreneurs are 10.5%, employees are 6.3%, laborers/farmers are 17.9%, housewives by 50.5% and students or students by 8.4%. In this study, most of the respondents who received pharmaceutical services were housewives. These results are in line with research conducted by

Fadhilah, et al (2020) even though the patient is not working. This is because patients who do not work have a lot of time for treatment, so that patients tend to be more accepting and satisfied with the services that have been provided [12]. Someone who has a job tends to have a higher level of satisfaction to demand better service than someone who does not work [13].

Patient Characteristics Based on Patient Groups. Based on the research results in table 5, it shows that BPJS patients have a percentage of 50.5% and non BPJS patients 49.5%. The results of this study are supported by Rohmah's research (2019) that the majority of patients are BPJS patients with a percentage of 92.2% [8]

Satisfaction Level Based on Tangible Evidence. This dimension provides clear evidence of the attention and care given to patients. This dimension relates to physical facilities, equipment, employees and means of communication [5]. The purpose of measuring the quality of service based on the dimension of tangible evidence is to determine the level of patient satisfaction, whether the services they receive are as expected or vice versa. Based on table 6 the results of the analysis of the level of satisfaction show that patients who stated that they were quite satisfied were 9.5%, satisfied were 73.7% and very satisfied were 16.8%. The results showed that most of the patients expressed satisfaction with an average of 74.15%.

This is because the facilities at the Mandiraja 1 Health Center have clear signs, the location of the pharmacy room is easy to reach, the information service room is clean and comfortable, the pharmacy staff looks neat and the facilities that support patient needs make patients feel comfortable in receiving pharmaceutical services. obtained so that what they receive is in accordance with what they expect so that in the end it leads to patient satisfaction. The results of this study are in line with research conducted by Silalahi (2020) which states that the level of satisfaction in the dimension of tangible evidence is in the satisfied category with a percentage of 77.6%, this is evidenced by the availability of a comfortable waiting room which contributes to patient satisfaction with pharmaceutical services [14].

The same research results were also obtained by Liwun (2018), who found that inpatient satisfaction with services for physical evidence (tangible) of the pharmaceutical installation at the Pracimantoro Health Center was in the very satisfied

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category with an average score of 86.62% consisting of clarity of service flow, the cleanliness of the waiting room, the appearance of the officers and the ease of obtaining category queue cards was very satisfying [15]

Level of Satisfaction Based on Responsiveness Dimensions (Responsiveness). The responsiveness dimension is the willingness of staff to help patients and provide appropriate services. This dimension is also related to the ability that is carried out directly by employees to carry out services quickly and responsively [5]. The purpose of measuring service quality based on responsiveness dimensions is to determine the level of patient satisfaction, whether the services they get are as expected or vice versa. Based on the measurement results on this dimension, it can be seen in table 7. The results of the analysis show that the respondents' answers stated that they were quite satisfied at 4.2%, satisfied at 82.1% and very satisfied at 13.7%. Based on the results of the study most of the patients were satisfied with an average of 75.10%.

This is evidenced by the pharmacy staff who are responsive and fast in providing services to patients, the drugs are given on time by the pharmacy staff, that is, the drugs are given within a span of approximately 15 minutes. Every patient who asks the pharmacist about unclear drug information, the staff always responds well and quickly so that patients at the Mandiraja 1 Health Center feel satisfied with the services that have been provided. The results of this study are in line with research conducted by Liwun (2018) which states that the level of patient satisfaction in the responsiveness dimension is in the satisfied category with a percentage of 79.35%. This is evidenced by pharmacy staff who can handle patient needs, respond to complaints and provide information needed by patients [16].

Patient Satisfaction Level Based on Assurance Dimensions. This dimension is the knowledge and behavior of employees in building patient trust and confidence in using the services that have been provided. This dimension is very important because it involves the patient's perception of the risk of uncertainty in the ability of service providers, and employees are directly involved in treating patients in building trust and quality of service and is related to employee courtesy [5]. The purpose of measuring service quality based on the guarantee dimension is to

determine the level of patient satisfaction, whether the service they get is as expected or vice versa. Based on table .8 the results of the analysis show that the answers of respondents who stated quite satisfied were 8.4%, satisfied were 75.10% and very satisfied were 30.5%. From the results of the study most of the patients were satisfied with an average of 77.44% and among the other dimensions, the guarantee dimension had the highest percentage.

The high level of satisfaction in this dimension is because pharmacists are able to instill confidence in patients, such as patients who feel confident about the drugs they receive, services are provided quickly and precisely, quality of pharmaceutical services is guaranteed. The friendly and polite attitude of the officers and the knowledge of the officers about medicines make patients feel satisfied with the services that have been provided. This research is in line with research conducted by Stelin, et al (2022) which states that the level of satisfaction in the guarantee dimension is in the satisfied category with a percentage of 78.81%. The assurance dimension contains statements regarding the knowledge and ability of officers to generate a sense of patient trust. Overall, the average score for the dimension of assurance, namely (0.034), means that this dimension has a positive value. So that it can be concluded that patients are satisfied with pharmaceutical services in the guarantee dimension. This is evidenced by the drugs received by patients in good condition, drug labels and labels written clearly [17].

Patient Satisfaction Level Based on Empathy Dimensions . The empathy dimension is the ability that is carried out directly by employees to give attention to patients individually, this dimension is related to sensitivity, understanding individual needs, ease of establishing relationships and good communication [18]. The purpose of measuring service quality based on the empathy dimension is to determine the level of patient satisfaction, whether the service they get is as expected or vice versa. Based on table 9 the results of the analysis show that the respondents' answers stated that they were quite satisfied by 11.6%, satisfied by 67.4% and very satisfied by 21.1%. From the results of the study most of the patients were satisfied with an average of 75.15%.

This is because the pharmacy staff is able to provide good attention and service wholeheartedly to

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patients, besides that the communication between the patient and the pharmacy staff is good so that the patient easily understands what the officer has conveyed. The results of this study are in line with research conducted by Gobel (2022) which states that the level of satisfaction on the empathy dimension is in the satisfied category with a percentage of 77.4%, this is evidenced by the attitude of the officers who are polite and friendly in providing services [16]

Patient Satisfaction Level Based on Reliability Dimensions. The reliability dimension is the ability to provide accurate services according to what was promised and the ability to provide services promptly, on time and satisfactorily[5]. The purpose of measuring service quality based on the reliability dimension is to find out the level of patient satisfaction, whether the service they get is as expected or vice versa. Based on table 10 the results of the analysis show that the respondents' answers stated that they were quite satisfied at 12.6%, satisfied at 75.8 and very satisfied at 11.6%. From the results of the study most of the respondents were satisfied with an average of 71.07%.

This is because when the drug is given by the officer, the officer explains the function of the drug, the rules for use and how to use it even though the drug information provided is written on the label, so that information related to the drug is easier to understand and patients tend to feel more satisfied, administrative activity officers appear more organized and procedures for obtaining drugs in the pharmacy are not confusing and easy for patients to understand. The results of this study are in line with research conducted by Astuti and Kundarto (2018) which stated that the level of satisfaction on the reliability dimension was in the satisfied category with a percentage of 75.4%, this was evidenced by pharmacy staff providing information on how to store drugs [19].

Similarly with the research results of Mulyani, et al (2020), who found that from the results of the study it can be seen that in the Reliability dimension the highest gap value (1.76) occurred at the Kersamenak Health Center which stated that patients were dissatisfied. On the Reliability dimension, all Community Health Centers in Garut Regency show a negative value, which means that the patient is very satisfied [20]

Overall the results of the analysis show an overview of the level of patient satisfaction with pharmaceutical services in the outpatient pharmacy room of Puaskesmas Mandiraja 1 as a whole categorized as satisfied with an average of 75%.

CONCLUSION

The description of the level of patient satisfaction with pharmaceutical services in the outpatient pharmacy room at the Mandiraja 1 Health Center is based on 5 dimensions of service quality in general and overall is categorized as satisfied with a percentage of 75%. The description of the level of patient satisfaction with pharmaceutical services in the outpatient pharmacy room at the Mandiraja 1 Health Center is based on 5, namely, the dimensions of tangible evidence are categorized as satisfied with a percentage of 74.15%. Responsiveness is categorized as satisfied with a percentage of 75.01%. Assurance is categorized as satisfied with a percentage of 77.44%. Empathy is categorized as satisfied with a percentage of 75.15%. Reliability is categorized as satisfied with a percentage of 71.07%.

It is suggested to the Mandiraja 1 Health Center to maintain the quality of service in the pharmacy room and to measure satisfaction regularly to improve the quality of pharmacy services. For future researchers, it is hoped that they can develop this research to determine the relationship between characteristics and the level of patient satisfaction because this study only describes the level of patient satisfaction.

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